

COMBINED EFFECT OF WORKPLACE OSTRACISM AND RESILIENCE ON JOB PERFORMANCE, JOB STRESS, AND EMOTIONAL EXHAUSTION

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Abstract:

Workplace ostracism is the most despairing experience of employees at the workplace that severely impacts their work and personal lives. An impressive amount of research has been carried out in understanding the antecedents and consequences of workplace ostracism, however, research is largely limited to the western contexts and less is known about the moderating conditions of workplace ostracism in the Asian context where cultures are relatively diverse. Thus, the aim of this study was to investigate the effects of workplace ostracism on job performance, job stress, and emotional exhaustion in the South Asian context of Pakistan. Specifically, the study aimed to extend knowledge by examining the moderating effect of resilience on these relationships. Data were collected in three waves from 507 employees of six telecommunication companies located in various cities of Pakistan. Results revealed that workplace ostracism was related to job performance and emotional exhaustion, but was not related to job stress. Furthermore, resilience significantly moderated the detrimental impact of workplace ostracism on job performance, job stress, and emotional exhaustion. Implications for theory and practice are discussed

Keywords: Workplace ostracism; resilience, job performance; job stress; emotional exhaustion; Pakistan